



METRICS PRESENTATION

Not “What we do” but
“How well we do what we do”



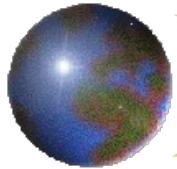
Workload related to Resourcing?

❖ Collect workload data:

- ❖ Budget/program resources

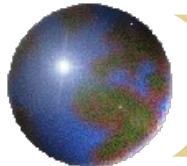
- Based on MFTs
 - Requirement validation
 - Staffing standards

❖ Workload metric does not reflect level of service provided the fleet.



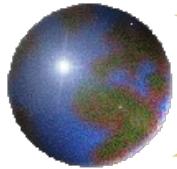
Need a performance metric

- ➊ Along with a workload metric
 - ▣ Determine proper resourcing levels
- ➋ Workload (examples)
 - ▣ #Receipts processed
 - ▣ #SRB reenlistments processed
 - ▣ #Travel tickets issued
- ➌ Performance metric (examples)
 - ▣ Receipts processing timeliness
 - ▣ SRB reenlistment processing timeliness
 - ▣ Travel ticket issuing timeliness



We collect workload data

MILPERS CATEGORY	CSD ATSUGI	PSD DIEGO GARCIA	CSD NCTAMS	PSD GUAM	PSD MISAWA	PSD OKINAWA	PSD SASEBO	CSD IWAKUNI	PSD SEOUL	CSD CHINHAE	PSD SINGAPORE	PSD YOKOSUKA	PSD PEARL HARBOR	PSA PAC
Active Duty Service Records-Enlisted	1319	590	813	1075	665	1623	425	227	144	120	87	1995	10194	19277
TAR Service Records-Enlisted	1	0	0	0	0	0	0	0	2	1	0	0	70	74
Selected Reserve Records-Officer	0	0	0	0	0	0	1	0	0	0	0	0	163	164
Selected Reserve Records-Enlisted	0	37	0	127	49	0	69	0	0	28	0	0	340	650
Limited Duty Records	2	1	7	23	1	31	3	0	0	0	0	57	216	341
Receipts Processed-(Enlisted)	16	37	7	32	22	80	20	8	8	6	4	50	310	600
Receipts Processed-(Officer)	1	3	2	5	1	20	2	3	3	0	1	9	91	141
Separations/Fleet Reserve/Retirements Processed (Enlisted)	0	6	6	6	2	10	2	2	2	0	1	8	63	108
Separations/Fleet Reserve/Retirements Processed (Officer)	0	0	0	1	0	0	0	0	0	0	0	3	32	36
Transfers Processed (Enlisted)	28	56	7	41	29	60	18	9	7	10	3	61	189	518
Transfers Processed (Officer)	14	3	0	4	1	16	1	1	3	0	3	14	55	115
Reenlistments Processed (with SRB)	4	1	8	4	2	4	8	2	0	0	0	11	73	117
Reenlistments Processed (without SRB)	3	2	5	5	2	10	6	4	2	2	1	16	54	112
Extensions Processed	12	13	17	6	8	43	10	10	13	3	0	44	171	350
Commissionings to CWO/LDO Processed	1	0	0	0	0	0	0	0	0	0	0	0	0	1
DEERS/RAPIDS ID Cards Issued	457	80	0	476	81	567	210	0	50	16	61	940	2385	5323
SMART Cards Issued	99	0	0	0	0	0	0	0	0	0	0	177	517	793
SMART Cards Modified	54	0	0	0	0	0	18	0	0	0	0	65	250	387
Civilian Personnel Clerks (CIV)	3	1	0	0	6	2	1	0	0	0	2	13	22	50
Military Personnel Clerks (PN)	13	6	9	21	7	16	4	1	3	1	2	24	34	141
Number of Dependents on Station (PSD/CSD) command sponsored	42	0	26	43	18	54	21	6	183	72	11	60	13323	13859
Number of Dependents on Station (PSD/CSD) non-command sponsored	1	0	0	2	2	1	1	0	2	0	0	0	0	9
Retiree Correspondence/Check Address Change	0	0	0	0	0	0	0	0	0	0	0	0	7	7
Marriage Requests	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Leave Papers Processed (all)	234	96	128	321	79	202	75	0	33	36	21	236	1088	2549
OTEIP Processed	0	0	3	0	2	22	3	6	0	2	0	3	10	51
FITSW/SITW Changes for Retirees	0	0	0	0	0	0	0	0	0	0	0	0	5	5
Retiree Allotment/DDS starts/stops/changes	0	0	0	0	0	0	0	0	0	0	0	0	10	10
Record of Emergency Data (Page 2's) Processed	121	20	6	112	16	235	20	17	28	0	8	145	1709	2437
Navy Wide Exams Ordered	53	0	67	34	387	4	0	86	38	13	0	70	0	752
Navy Wide Exams Administered	0	0	0	0	1	5	0	0	0	0	0	4	0	10
Navy Wide Exams Transferred	0	1	8	48	1	0	0	2	0	0	0	2	0	62
Navy Wide Exams Received	5	0	57	11	113	19	42	0	48	26	0	39	2	362
Navy Wide Exams Destroyed	1	0	0	0	1	0	0	0	0	0	0	7	0	9
DLAB Administered	0	0	0	1	0	0	0	0	0	0	0	0	6	7
ASVAB Administered	0	0	0	4	0	0	0	0	0	0	0	2	5	11
Early Return of Dependents (# processed)	1	0	1	1	1	0	0	1	0	0	0	2	12	19



Performance we can measure

Milpers

- Receipt/transfer processing timeliness
- SRB processing timeliness

Milpay

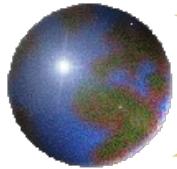
- DJMS accuracy
- DJMS timeliness
- Travel Claim processing timeliness

Transportation

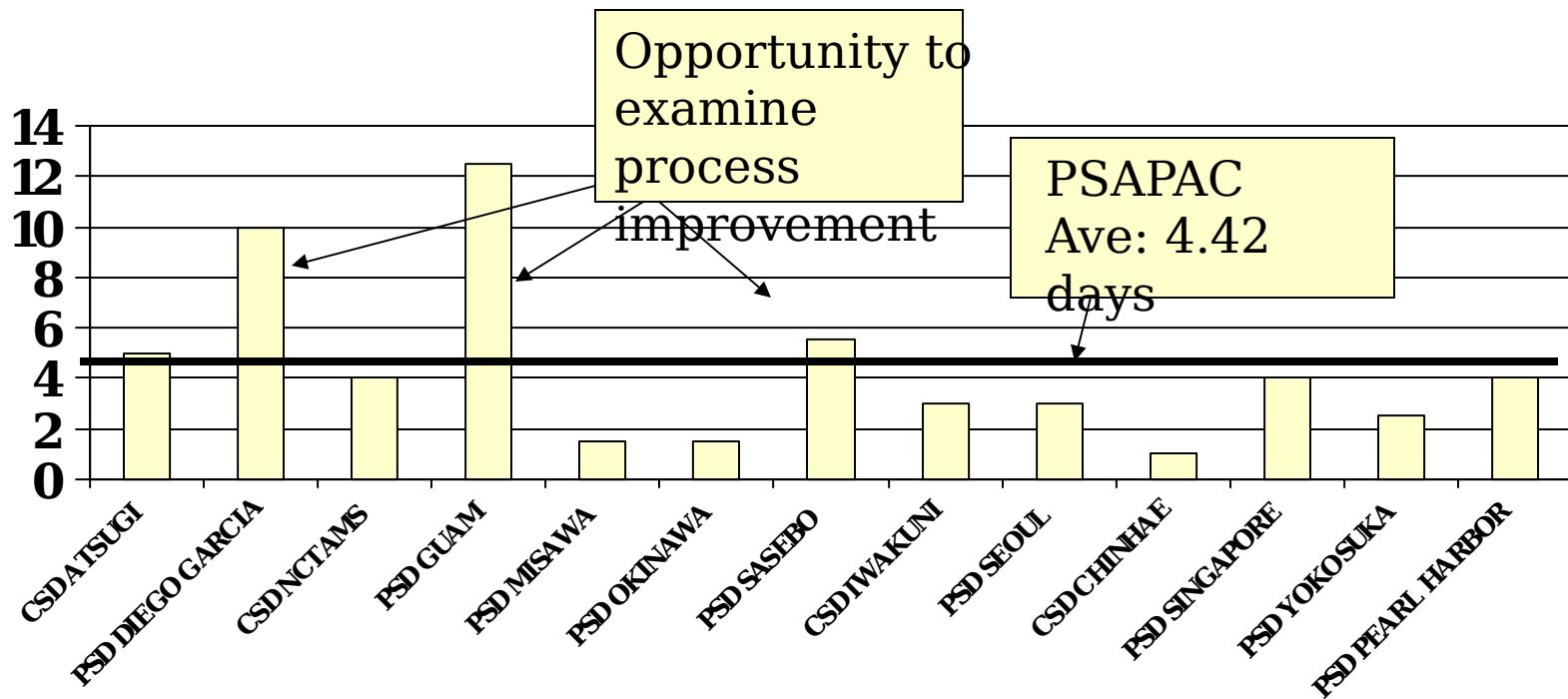
- Ticket booking/issuing timeliness

ADP

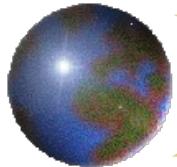
- SDS/NSIPS processing timeliness



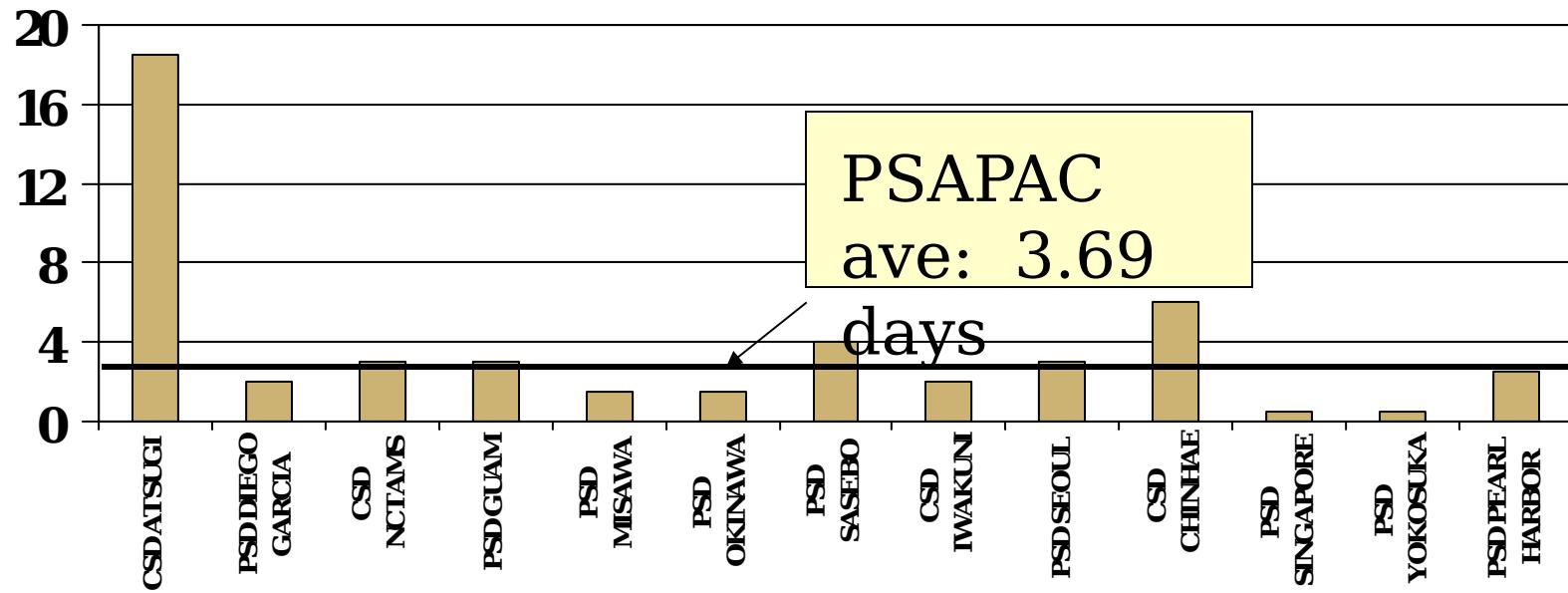
Receipts Timeliness



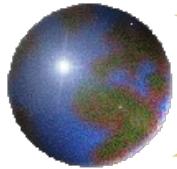
- **Timeliness of Receipts Process (Average Number of Working Days; Begin Point: Mbr checks in with PSD - End Point: Events are posted in MMPA as Category 2)**



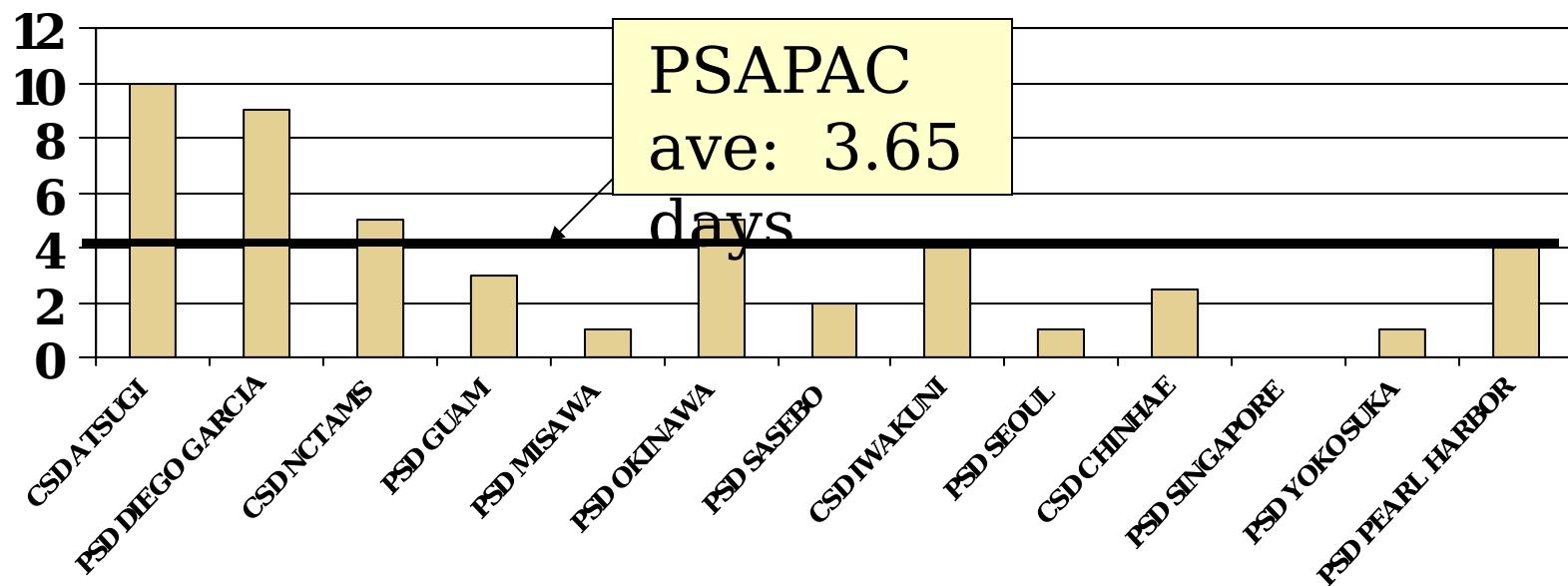
Transfer Timeliness



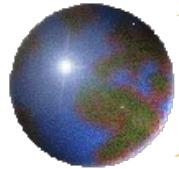
- Timeliness of Transfer Process (Average Number of Working Days; Begin Point: Date PSD receives PCS Orders - End Point: Date Transfer Package forwarded to Detaching Command)



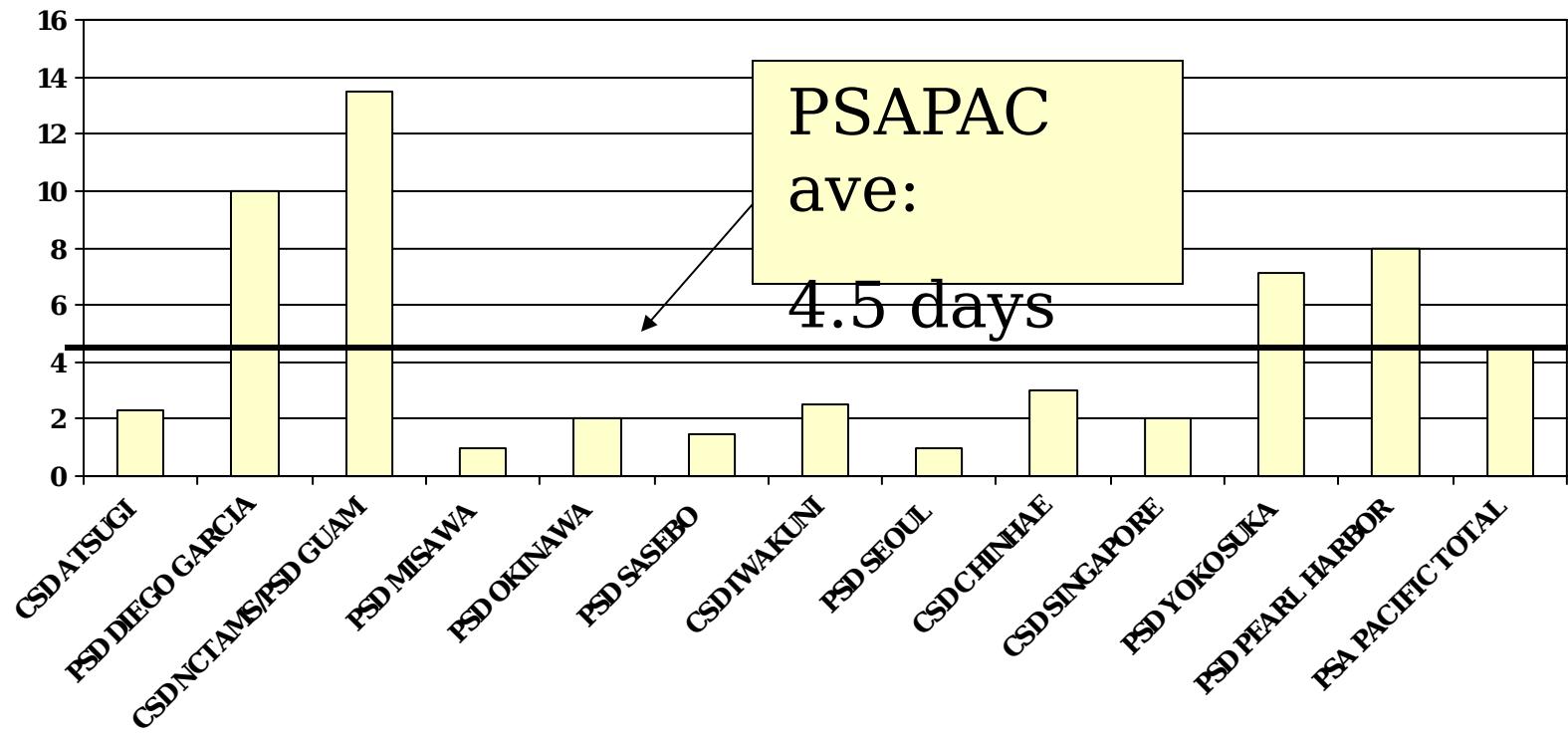
SRB Timeliness

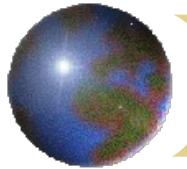


- **Timeliness of Initial SRB Payment (Average Number of Working Days; Begin Point: Date of Reenlistment - End Point: Date of Posting of Initial Payment on MMPA)**

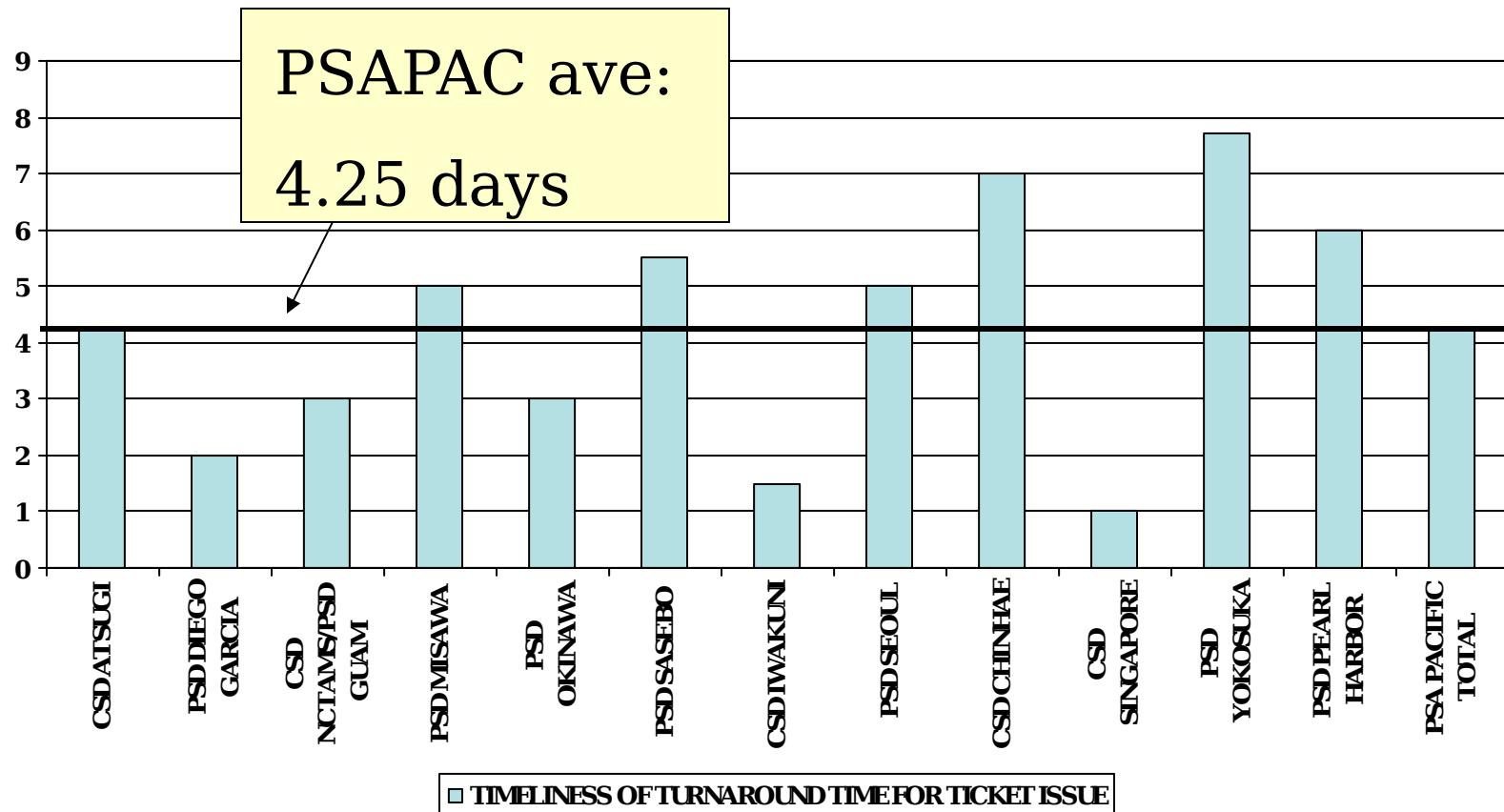


Ticket Booking Timeliness



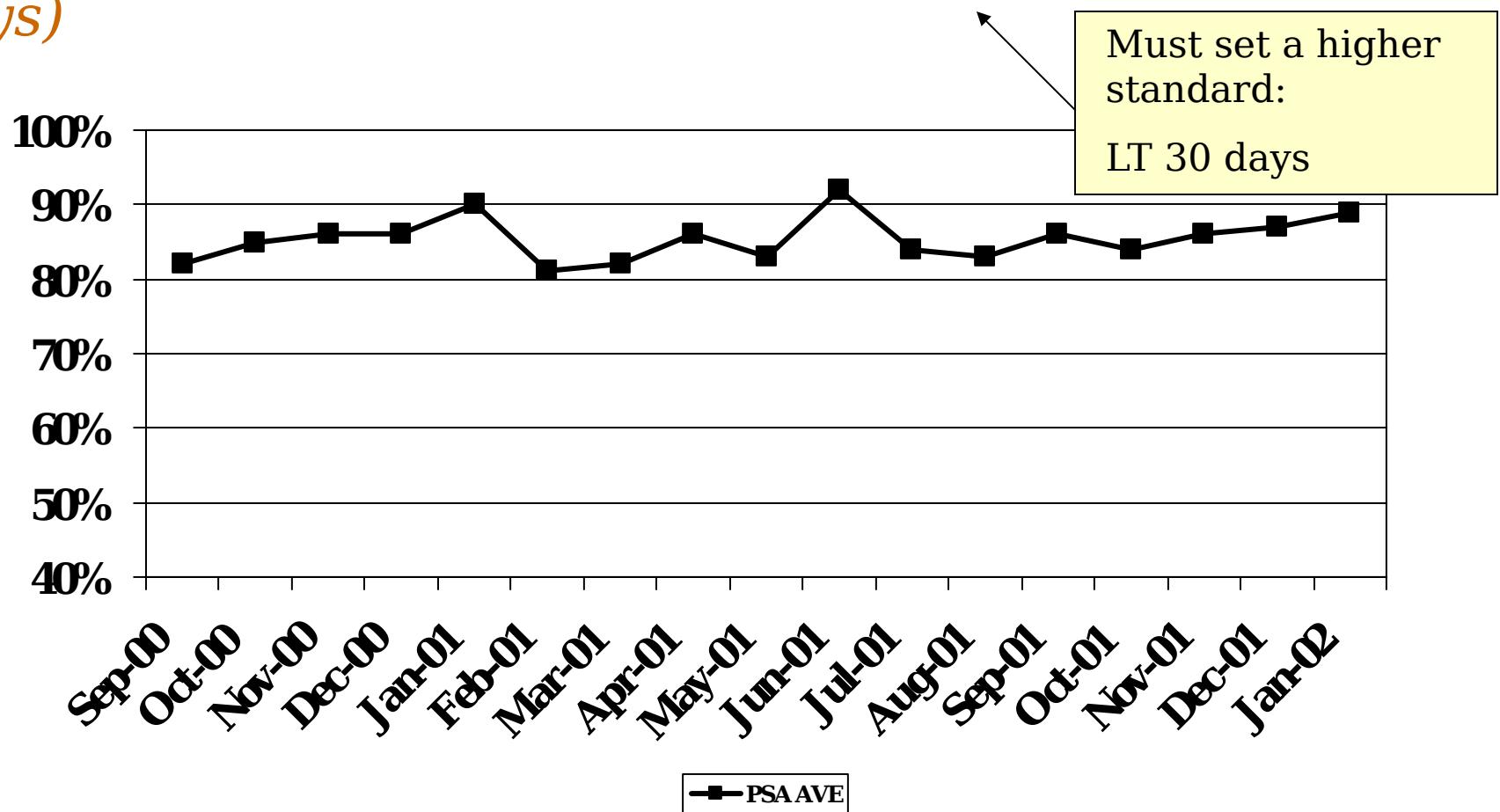


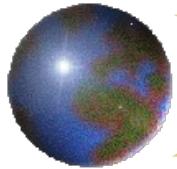
Ticket Issuing Timeliness



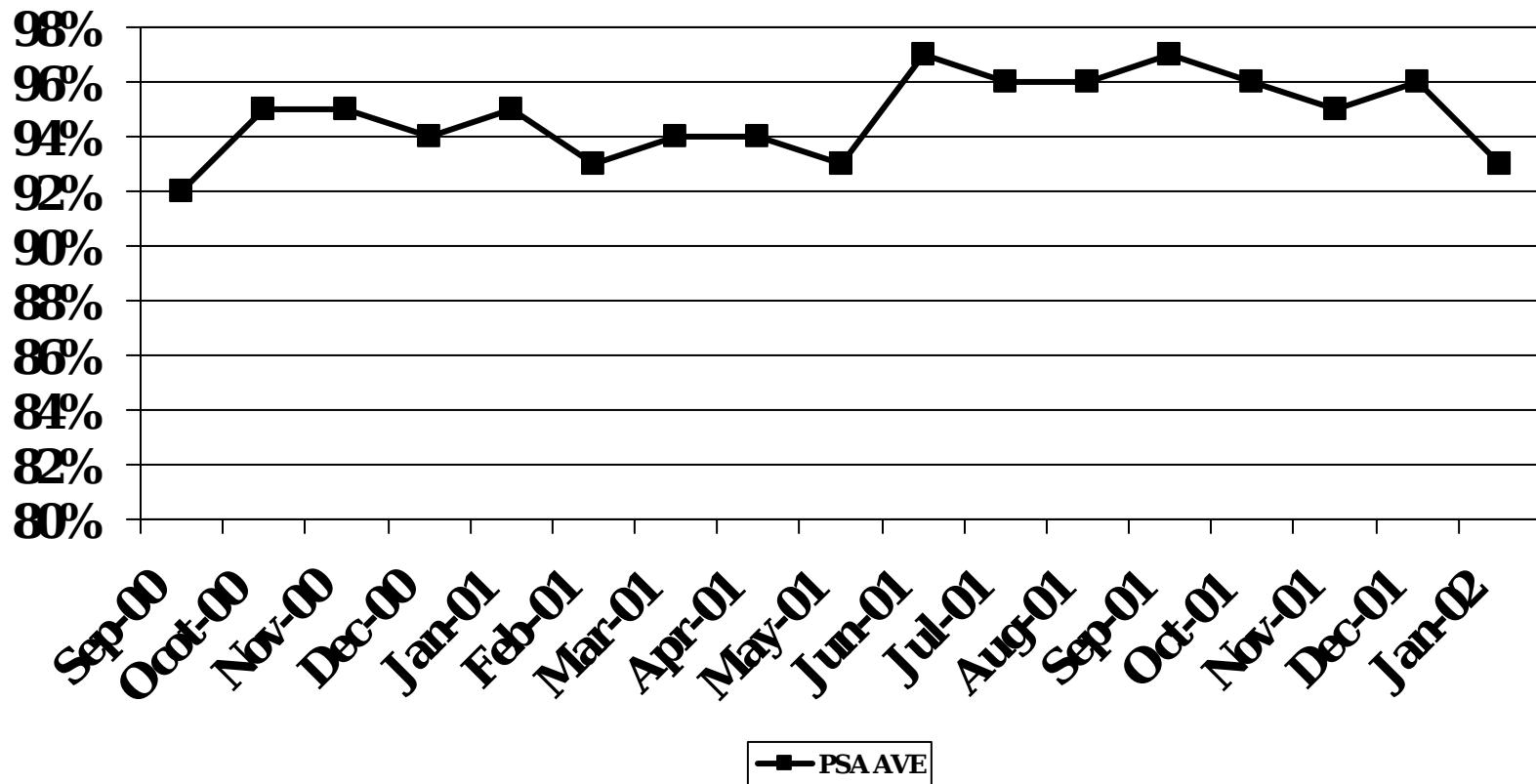


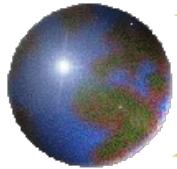
DJMS Timeliness (Less than 60 days)



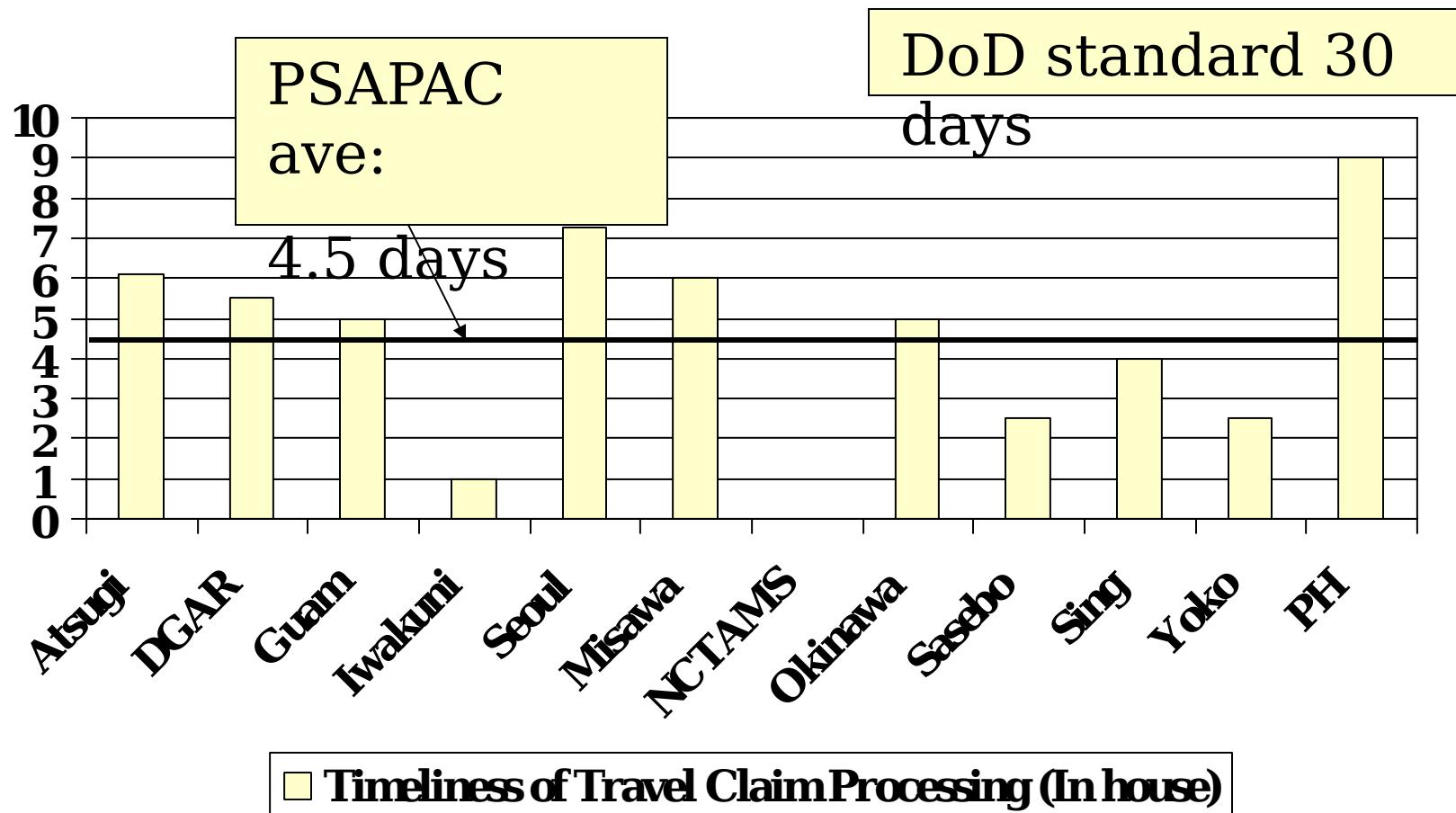


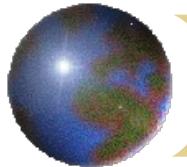
DJMS Accuracy



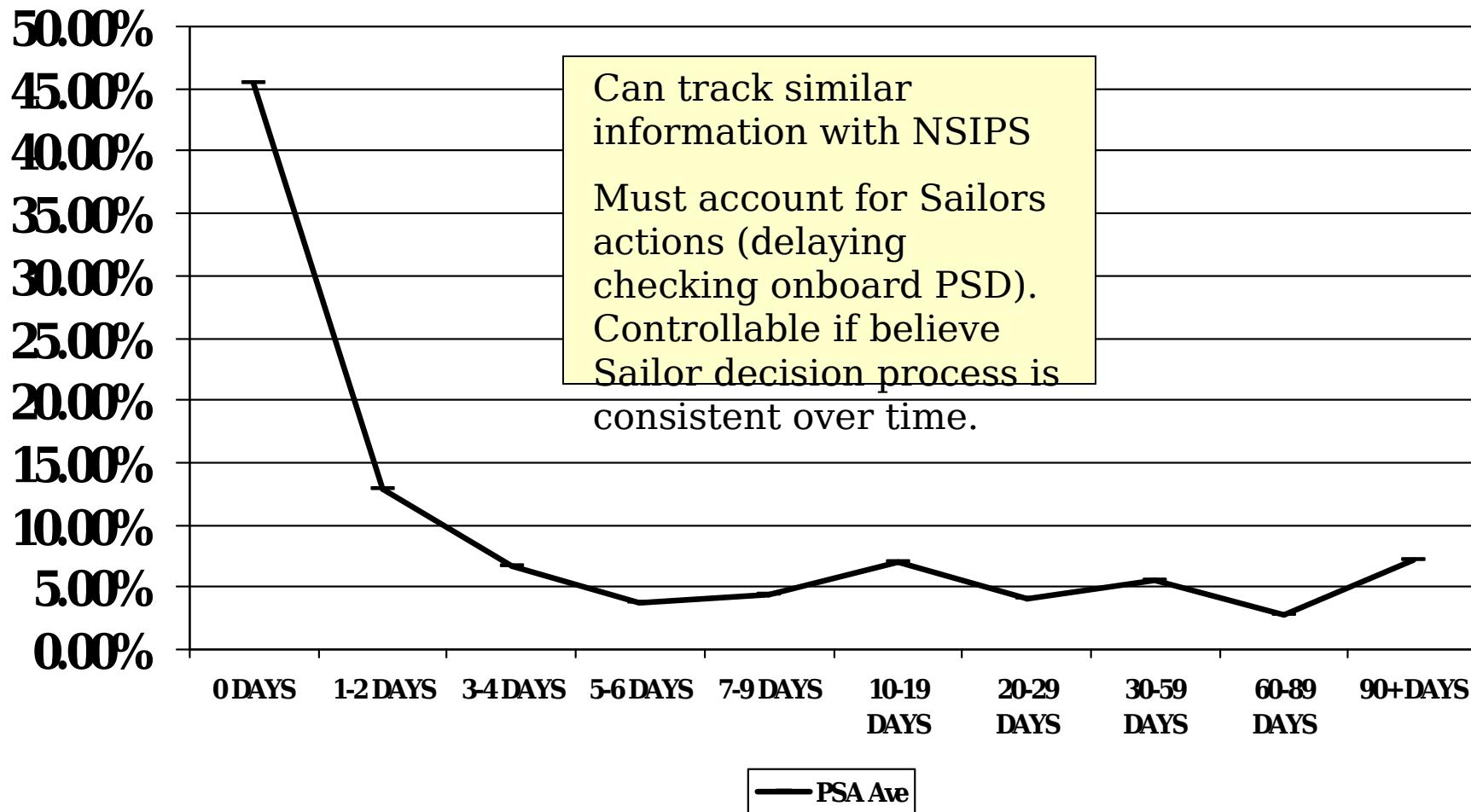


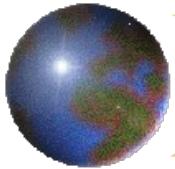
Travel Claim Timeliness





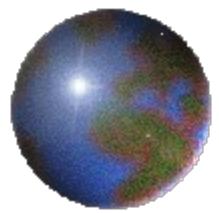
SDS Timeliness



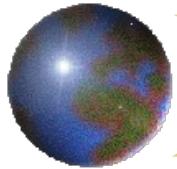


Take aways

- ◆ Level of performance should be a factor when determining future resourcing levels
 - ▣ Must determine desired level of performance
 - ▣ Relates resources as a function of requirements
 - Resources:
 - Manpower
 - Control
 - ADP support
 - Requirements
 - Workload
 - ▣ Actual performance can be used to validate staffing standards
 - Staffing standards may be somewhat theoretical
 - ▣ Key element to any CA/FA performance standard



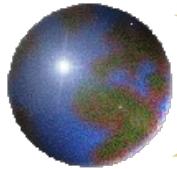
Back Up



TIMELINESS OF INITIAL SRB PAYMENT

BACKGROUND: Process begins when member reenlists with Selective Reenlistment Bonus (SRB) and ends when Initial Payment is posted on MMPA

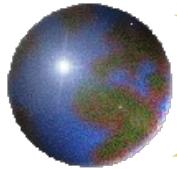
PSAPAC STANDARD: Eight working days



TIMELINESS OF RECEIPTS PROCESSING

BACKGROUND: Process begins when member reports on Permanent Change of Station (PCS) orders to ultimate duty station and ends when all allowances are posted on member's pay account with MMPA indicator "2"

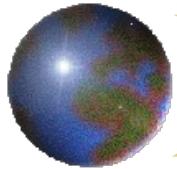
PSAPAC STANDARD: Ten working days



TIMELINESS OF TRANSFER INFO SHEET PROCESSING

BACKGROUND: Process begins when PSD receives Permanent Change of Station Orders and ends when the Transfer Package is forwarded to the member's command

PSAPAC STANDARD: Five working days



TIMELINESS OF PRR PROCESSING

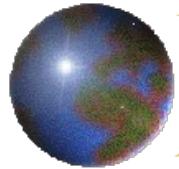
PSAPAC STANDARD: Issue booking confirmations three working days after receipt of request and issue tickets three working days before departure date



TIMELINESS OF TRAVEL CLAIM PROCESSING

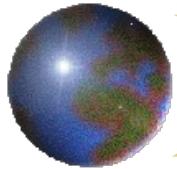
BACKGROUND: Process begins upon receipt of travel claim and ends when entitlements are posted on MMPA

PSAPAC STANDARD: Ten working days



DJMS TIMELINESS AND ACCURACY

- Measures the work output of all pay documents submitted every month
- Data is generated from Defense Finance Accounting Service (DFAS)



TIMELINESS OF RELEASE OF SDS

E~~BACKGROUND~~: SDS generates a timeliness report that indicates average number of elapsed days from the effective date of transaction until the date documents are released

PSAPAC STANDARD: Three working days



MILPAY “What we do”